WELCOME

Thank you for selecting the T20 Headset Telephone from Plantronics. This User Guide will help you install your T20 Headset Telephone and learn its basic operation.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment these basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product. The symbol ⚠ identifies and alerts the user to the presence of important operating and service instructions.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not locate this product near water, for example, near a bathtub or sink, in a wet basement, or near a swimming pool.
5. Slots and openings in the base unit and the bottom or back are provided for ventilation to protect it from overheating; these openings must not be blocked or covered. The openings should never be blocked by placing the product in the bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register. It should not be placed in a built-in installation unless proper ventilation is provided.
6. Do not locate this product in an area where the power cord is likely to be damaged by foot traffic or furniture.
7. Do not overload outlets and extension cords as this can result in risk of fire or electric shock.
8. Never push objects of any kind into this product as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
9. To reduce the risk of electric shock, do not disassemble this product, but take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
10. Avoid using telephone equipment during an electrical storm. There may be a remote risk of electric shock from lightning.

IMPORTANT SAFETY INSTRUCTIONS

11 **Do not use telephone equipment to report a gas leak** in the vicinity of the leak.

12 **Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:**

a) When the power supply cord or plug is damaged or frayed.

b) If the product has been exposed to liquid.

c) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

d) If the product has been dropped or the base unit has been damaged.

e) If the product exhibits a distinct change in performance.

13 **Never install telephone wiring during a lightning storm.**

14 **Never install telephone jacks in wet locations** unless the jack is specifically designed for wet locations.

15 **Never touch uninsulated telephone wires or terminals** unless the telephone line has been disconnected at the network interface.

⚠ 16 **Use caution when installing or modifying telephone lines.**

17 **This product is intended to be supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 800mA.** Plantronics Part No. 45669-01, rated at an input voltage of 120 VAC, 60Hz and an output voltage of 9 VDC at 800mA.

18 **This product requires AC power in order to operate.** In order to have phone service during a power outage, have another telephone available that is powered only by the telephone line.

19 **Keep all product cords and cables away from operating machinery.**

SAVE THESE INSTRUCTIONS

SETUP

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The T20 Headset Telephone may be connected to two separate telephone lines.

Turn the T20 base over and insert the Headset Holder❶.

Connect the AC Power Adapter㉑ to the T20 AC Power Adapter Jack㉔ and a wall outlet.

Connect the T20 to the telephone wall jack.

If the jack is dual-line, connect the Dual Line Cord㉘ **with the white flag** to the Telephone Line 1/2 Jack㉓.

If each line is a separate jack, connect one of the Wall Cords❷ to the Dual-Line Jack㉒ and the other to the Line 2 Jack㉓.

Set the Tone/Pulse Switch❻ to match your phone service (usually tone). If you are not sure, call your local telephone provider.

Set the Ringer Volume Control❼ for incoming calls to your preferred level.

Plug the Headset Cord㉕ into the Headset Jack⓮.

For most U.S. users, the Flash Timing Switch❺ should be set to "3", however, trying other settings will not harm the T20 or your phone line.

USING THE HEADSET

Begin by connecting the Headset Cord㉕ to the Headset Jack⑭.

The Headset included with the T20 Headset Telephone can be used with the Adjustable Headband㉗ or with one of the Earloops㉘.

HEADBAND USE

Snap the Headband㉗ into the back of the Headset Assembly㉙.Press the Ear Cushion Assembly㉜ onto the Headset Assembly㉙, aligning the notch in the ring with the Voice Boom㉚.

A

Place the Headset on either ear and adjust the Headset to a comfortable position by moving the Adjustable Headband㉗.

B

Position the Voice Boom㉚ near the corner of your mouth.

EARLOOP USE

Press the Pivot Ball Ring㉛ onto the Headset Assembly.

C

Insert one of the Earloops ㉘ into the Pivot Ball. You may need to try each size to find the most comfortable fit. Slip the Earloop over your ear and position the Voice Boom㉚ near the corner of your mouth.

CLOTHING CLIP

The Clothing Clip㉖ keeps the Headset free from the weight of the cord. Attach the clip to your clothing at about chest level. Allow enough slack in the cord (approximately 6 inches) to permit your head to move without pulling on the Headset or the Clothing Clip.

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You are now ready to make or receive calls.

PLACING A CALL

With the Headset in position, place a call by pressing Line 1⑬ or Line 2⑮ for a dial tone. The On Line③ and Line 1⑫ or Line 2⑯ Indicator Lights will go on.

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Dial the desired number using the Twelve Button Dial Pad④.

When your party answers speak normally. If your party cannot hear you, see **Troubleshooting** (page 9).

Adjust the Listen Volume Control⑱ as needed to hear the other party.

CONFERENCE CALLS

The T20 allows you to arrange conference calls between yourself and two other callers. Place caller one on hold by pressing the Hold Button⑧. Answer or originate a call on the other line. When the second caller answers, press the Conference Button⑲.

RECEIVING A CALL

With the Headset in position, when the ringer notifies you of an incoming call, press the appropriate line button (Line 1⑬ or Line 2⑮) to answer the call.

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REDIAL FEATURE

The base unit will store the last number dialed. The last number can be automatically redialed by pressing the Redial Button ❾.

HOLD BUTTON

The Hold Button❽ allows you to suspend an active telephone call on Line 1 to answer or originate a second call on Line 2 or vice versa.

FLASH FEATURE

If your telephone service includes call waiting, the Flash Button⓱ allows you to toggle between two calls. When your phone alerts you to a second call, press the Flash Button to place the current call on hold and to immediately connect you to the second call. Press the Flash Button again to return to the first caller.

This feature can also be used with most office telephone systems to transfer a call to another extension. Press Flash to hear a dial tone, enter the extension number, after the extension rings, press Flash again or hang up to transfer the call.

MUTE FEATURE

When you activate the Mute Button⓫, the calling party cannot hear your voice but you will be able to hear the calling party.

I CANNOT HEAR A DIAL TONE

Make sure all connections are correct and firmly in place.

Ensure AC Power Adapter㉑ is connected and power is on.

Make sure you have pressed Line 1⓭ or Line 2⓯ and corresponding Indicator Light⓬ or⓰ is on.

Adjust Listen Volume Control⓲.

Ensure that Headset is centered on your ear.

I CANNOT DIAL A NUMBER

Make sure Tone/Pulse Switch Setting is correct.❻

CALLER CANNOT HEAR MY VOICE

Make sure the Mute Button⓫ is turned off with the Indicator Light❿ off.

Adjust Headset so the microphone is closer to your mouth.

ONLY ONE LINE IS WORKING

Make sure you are using correct cable and Line Jack,㉒ or㉓.

PLANTRONICS HELP DESK

The Plantronics Help Desk is ready to assist you!
Dial 1-800-544-4660 Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Standard Time or visit our website at www.plantronics.com.

SUPPLIES AND ACCESSORIES

For information on supplies and accessories all Plantronics at 1-800-544-4660 or visit our web site at www.plantronics.com.

See also Diagram Key for additional part numbers.

FCC REGISTRATION INFORMATION

FCC REQUIREMENTS—PART 15

NOTE: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Requirements—Part 68

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the enclosure. This label contains the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11. The plug and/or jacks used must comply with FCC Part 68 rules. If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

FCC REGISTRATION INFORMATION

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to tariffs.

If trouble is experienced with this unit, for repair or warranty information, please contact customer service at (800) 544-4660. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

DO NOT DISASSEMBLE THIS EQUIPMENT. It does not contain any user serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources.

WARRANTY AND SERVICE

LIMITED WARRANTY

for Plantronics Non-commercial Products Purchased in the US and Canada

- This warranty covers defects in materials and workmanship of Commercial Products manufactured, sold or certified by Plantronics which were purchased and used in the United States and Canada.
- This warranty lasts for one year from the date of purchase of the Products.
- This warranty extends to you only if you are the end user with the original purchase receipt.
- We will, at our option, repair or replace the Products that do not conform to the warranty. We may use functionally equivalent reconditioned/refurbished/ remanufactured/pre-owned or new Products or parts.
- To obtain service in the U.S. contact Plantronics at (800) 544-4660 and in Canada call (800) 540-8363. If you need additional information, please contact our service centers at the numbers provided.
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.